



Job Announcement

Job Title:	Vocational Case Manager
Department:	Employment Programs
Reports to:	Employment Programs Manager
Hours:	Full-Time (40 Hours per week), Non-Exempt, Hours between M-F, 8-5
Status:	Permanent
Salary:	\$17.13 - \$19.37 per hour (\$35,630.40 - \$40,289.60 per year)
Benefits:	Generous benefits package

Want to help make a difference? For 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan with a 2% employer match after three months of employment.

SUMMARY: Recruit, screen and provide assessment for all potential Pathways to Success Project participants. Provide career track job exploration, training placement, job coaching, and support services to participants. Work closely with WorkSource Oregon to determine program eligibility. Coordinate efforts with other partner organization to ensure program success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include some or all of the following. Other duties and responsibilities may be assigned.

1. Provide workforce case management to Pathways to Success Project participants to include but not limited to intakes, assessments, employment plan development, job search and placement, work readiness, and skill building activities to ensure participants successful path to self sufficiency and achieving project outcome goals.
2. Refer participants to employment opportunities developed by Pathways to Success Project Job Developer and create their own resources for participants according to their employment plans.
3. Share and coordinate employment opportunities resources with Pathways to Success Project team.
4. Effectively utilize Worksource resources to remove participants barriers to employment opportunities and increase their chances to become self sufficient.
5. Bring understanding of Human Solutions Inc. resources to ensure wraparound service options for all Pathways to Success Project participants.
6. Utilize community resources to refer and engage participants in skill building activities.
7. Maintain regular contact with each participant during his or her enrollment. Provide support to participants as they progress through their employment plans.
8. Maintain consistent documentation of daily activities including attendance logs, time sheets, employer contacts, evaluation reports and progress
9. Perform follow up contacts with employers after participant job placement to both verify continued employment and offer problem solving/job coaching as appropriate and requested by employers.
10. Participate in trainings, meetings to ensure project out-comes achievement. Encourage open communication and team approach to project activities with a customer service approach.
11. Enroll and update progress of program participants in I-Trac in accordance with contractual requirements.
12. Conduct participant satisfaction surveys on a regular basis.
13. Demonstrate acceptance and respect for diverse program participants; handle sensitive situations with an open, courteous approach; maintain an objective and professional relationship with participants.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities

QUALIFICATIONS

Any combination of education and experience that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

1. Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently.
2. Ability to meet multiple, sometimes conflicting deadlines.
3. Strong analytical and decision-making abilities.
4. Ability to deal with distressed and/or demanding clients and employees in an effective manner.
5. Ability to work in a fast paced environment and make good judgments as it pertains to clients.
6. Ability to maintain a high level of confidentiality.
7. Strong skills in intercultural, interpersonal and organizational communication.
8. Ability to communicate in a positive manner verbally, in writing, and by phone.
9. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.

10. Ability to listen for understanding and assist in problem solving.
11. Ability to prepare clear, accurate and concise reports.
12. Be punctual, good attendance, and be able to work flexible hours to meet the availability of clients.
13. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
14. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
15. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
16. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions goals.
17. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
18. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions Inc. goals.

EDUCATION and/or EXPERIENCE: Any combination of education and work experience in social services, employment development and case management totaling four years or a Bachelor's Degree in social service/social sciences field with at least six months experience providing workforce development services.

- Experience with pre-employment activities and job search development.
- Advanced knowledge and/or experience in job development and placement activities.
- Knowledge and/or experience of vocational and/or placement counseling for immigrant and refugee populations. Knowledge of the local job market and concerns of employers.

TO APPLY

Please send resume with cover letter and three professional references to: Ricardo Lopez, Employment Programs Manager to rlopez@humansolutions.org . References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. No phone calls please.